Department of Human Services
Office of Policy Analysis Web Site

User Guide
Version 1.2
December 9, 1999

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and

Iowa
Department
of
Human Services

Table of Contents

Introduction

The Office of Policy Analysis is responsible for processing the Department of Human Services' (DHS) policy manuals, forms, and administrative rules. The Office of Policy Analysis Web Site (hereafter referred to as the Policy Analysis Site) was designed to provide access to DHS' policy manuals, forms, and administrative rules in an easy to use format via the Internet.

Policy Manuals

The policy manuals provide instructions for DHS employees and vendors under contract to DHS on how to administer DHS programs. The DHS programs are grouped into the categories of Child Support, Mental Health, Income Maintenance, Social Services, and Administration. Included in this site are the policy manuals themselves and general letters that detail the most recent changes that have occurred in the manuals or will be occurring in the manuals.

General letter files include a cover letter summarizing the changes that are being made and the policy manual pages that are being effected. Each program has a general letter table that shows the 30 most recent general letters issued for that program. You can get to this table by clicking on the General Letter book in the appropriate program page. In addition, the What's New book on the Policy Manual page gives you links to the general letters for each program. Each row in the table contains the general letter number, date of issue, and subject of the general letter. You can see a copy of the general letter by clicking on the general letter number.

A copy of the general letter is also placed at the end of the applicable manual chapter. Revised pages are placed in the manual after the changes become effective. For example, if a general letter is issued May 6, with an effective date of June 1, the pages would not be inserted into the chapter itself until June 1.

Manual letters are also included in the general letter tables and placed into the manuals immediately, regardless of the effective date. A red note on the first page of a policy manual indicates that a manual letter has been released for that chapter.

Also included with the Policy manuals is the Reference page, which contains:
- A list of the manual issued last month
- A list of the manual issued month before last
- Alphabetical forms index
- Numeric forms index
- A list of the rules in process,
- A list of the current circular letters.

All of these documents, except the forms indexes, are updated monthly.

Rules

The rules are the administrative law that forms the basis for departmental policies. This site contains the Department's administrative rules and rules in process (showing rules that are noticed or adopted before their effective date). In addition, the site contains a list of scheduled public hearings and comments from the public hearings held in the last six months, along with the Department's responses to the comments. Although every attempt is made to ensure that the information placed on this site is accurate and timely, the DHS Office of Policy Analysis cannot ensure the accuracy of any rule originating from this site. You are urged to consult the official printed versions of these publications or to contact legal counsel of your choice. This site cannot legally be cited as an official or authoritative source.

Updates to the Policy Analysis Site

The Policy Analysis Site is updated once a week to reflect the most recent changes to the administrative rules and policy manual documents. The Policy Analysis Site is updated before the printed version reaches your office if you are currently on distribution for the printed manual. If you would like to know if a new or revised policy manual has been released, you can go to the Policy Manual What's New page and select the general letter table for your program. Likewise, you can visit the Rules What's New page to see what new administrative rules are being considered by DHS. You can also subscribe to a newsletter sent out weekly that contains information about updates to the policy manual and rules documents.

Using This Handbook

Following are some conventions used throughout the User Guide to help describe the Policy Analysis site.

- Internet Explorer and Acrobat Reader controls are indicated in **bold type**.
- Page names are shown as hyperlinks. If you are viewing this document electronically, these links are attached to the actual pages on the Internet site.
- Entries into fields are shown in "quotes."
- Buttons or hyperlinks are shown in <Arial Font> with arrows around them.
- Fields in the web site are labeled in *Italics*.

Software Needed to View the Policy Analysis Site

This site is best viewed using Microsoft Internet Explorer 4.0 or greater or Netscape Navigator 4.0 or greater. All of the documents contained in this site are saved in Adobe's Portable Document Format (PDF) and are best viewed by using Acrobat Reader 4.0. All of these products can be downloaded free of charge at the Internet address, or Uniform Resource Locator (URL), listed below. Note: if you are a State of Iowa DHS employee, your work computer should already have the appropriate software loaded. If you do not have the appropriate software loaded, please contact your DHS System Administrator. To download the latest version of Internet Explorer, use the following URL: http://www.microsoft.com/windows/ie/download/default.asp To download the latest version of Netscape Navigator, use the following URL:

http://www.netscape.com/download/selectplatform_1_41.html
To download the latest version of Acrobat Reader, use the following URL:
http://www.adobe.com/products/acrobat/readstep.html

Navigating Through the Policy Analysis Site

You can get to the Policy Analysis site by one of the following methods:
- If you are using a DHS computer, you should have a shortcut to the site that looks like the one to the left. Clicking on that shortcut will take you to the Policy Manual page.
- You can start your Web browser and type "www.dhs.state.ia.us/PolicyAnalysis" into the address bar. This will take you to the Policy Analysis Home page.

Each page has some common features that can be used to move around the site, search the documents, and provide feedback about the site. These features are labeled in the picture below.
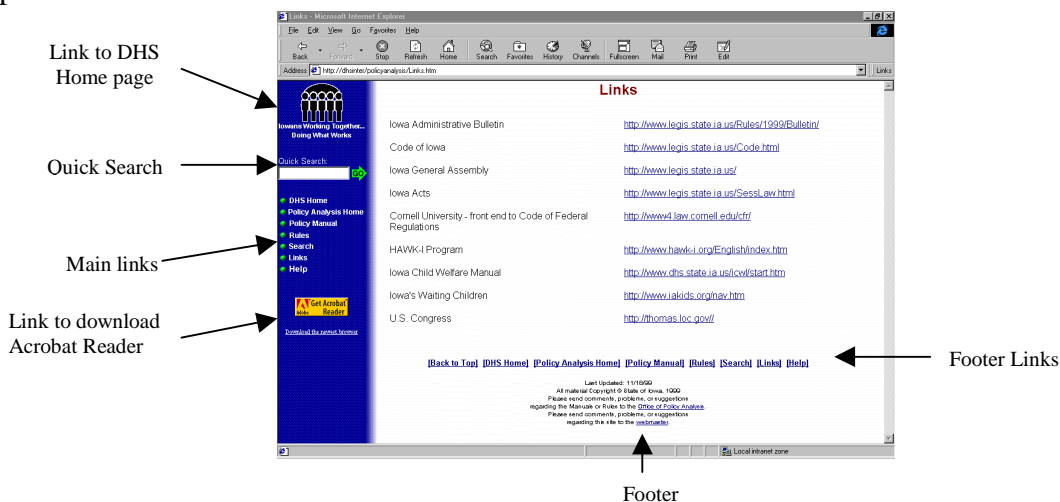
Link to DHS Home Page
When you click on the DHS icon, you will be taken to the DHS Home page at www.dhs.state.ia.us.

Quick Search
You can search the documents contained in the site from any page by typing your search criteria in the entry field and clicking the <GO> button. See the Searching the Policy Analysis Site section below for more details.

Main Links

The main links along the left-hand side of the page provide the main way to navigate through the site. The links are described in more detail below.

<DHS Home>

This link will take you to the State of Iowa DHS Home page where you can find information out about the programs of the Iowa Department of Human Services.

<Policy Analysis Home>

This link will take you to the Policy Analysis Home page.

<Policy Manual>

This link will take you to the Policy Manual page where you can view the various policy manuals and general letters created by DHS. This page and all other pages for the policy manuals will also have the following links in green text underneath the Policy Manual link:

- <Administration> – Links to the Administration Policy Manuals
- <Child Support> – Links to the Child Support Policy Manuals
- <Income Maintenance> – Links to the Income Maintenance Policy Manuals
- <Medicaid Provider> – Links to the Medicaid Provider Manuals
- <Mental Health> – Links to the Mental Health Policy Manuals (there currently are no Mental Health Policy Manuals available.)
- <Reference> – Links to alphabetic and numeric forms indexes and lists of circular letters and manual changes issued
- <Social Services> – Links to the Social Services Policy Manuals
- <What's New> – Links to general letter tables showing new changes to the policy manuals

<Rules>

This link will take you to the Rules Home page where you can look at existing administrative rules, rules in process (rules that are noticed or adopted before their effective date), and public hearing information. This page and all other pages for the rules will also have the following links in green text underneath the Rule link:

- <Rules> – Links to all of the Department's current administrative rules
- <Rules Docket> – A table of all the rules currently in process by DHS, including links to the rules in process.
- <Public Hearing> – The schedule of upcoming public hearings for DHS rules
- <P. Hearing Comments> – Links to documents containing the comments gathered from public hearings on DHS rules in process
- <What's New> – Links to noticed rules that are currently under consideration by DHS.

<Search>

This link will take you to the Advanced Search page, where you can choose the types of documents searched and how you would like the results displayed. See Searching the Policy Analysis Site for more information.

<Links>

This link will take you to a page containing links to several policy and rules related sites.

<Help>

This link will take you to the Help page.

<Subscribe>

This link is only found on the Policy Analysis Home page, the Policy Manual page, and the Rules Home page. It allows you to subscribe to an e-mail newsletter that alerts you to changes in the rules and policy manuals. See Policy Analysis Newsletter for more information.

<Unsubscribe>

This link is only found on the Policy Analysis Home page, the Policy Manual page, and the Rules Home page. It allows you to unsubscribe to an e-mail newsletter that alerts you to changes in the rules and policy manuals. See Policy Analysis Newsletter for more information.

Link to download Acrobat Reader
Clicking on this link will take you to the Adobe.com web site where you can download the latest version of the Acrobat reader.
Note: If you are a State of Iowa DHS employee, your work computer should already have the appropriate software loaded. If you do not have the appropriate software loaded, please contact your DHS System Administrator.

Footer
This area contains copyright information about the site as well as the last date that the site was revised. There are also mail-to links located here to contact the Office of Policy Analysis if you have questions about the content of the policy manuals or rules and the DHS Webmaster if you have technical questions about the site.

Footer Links
With the exception of the <Back to Top> Link, which takes you to the top of the current page, these links are the same as Main Links along the left hand side of the page.

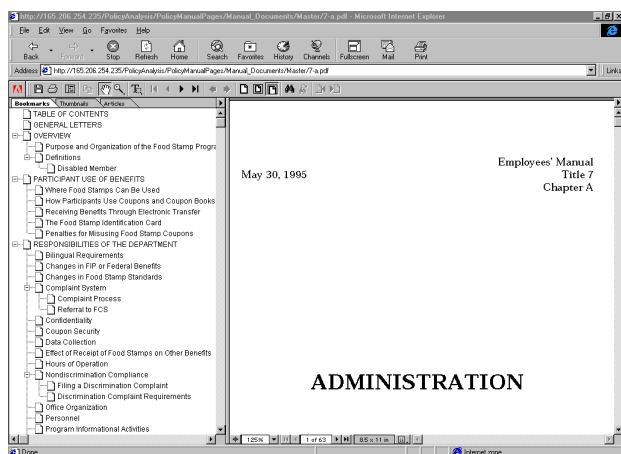**Finding a Policy Manual Document**
The following steps will walk you through how to find a policy manual document.
1. From a page in the Policy Analysis Site, click on <Policy Manual> in the main links or in the footer links.
2. On the Policy Manual page, select the program area your document belongs to by clicking on the book in the bookshelf, or clicking on the link in the left-hand column or in the text underneath the bookshelf.
3. On the program area page, select the specific program that your document belongs to by clicking on the book on the bookshelf. The page will scroll down to that program's list of documents. You can view any of the documents that are displayed in blue underlined text.

Example:
You would like to find out more information about food stamps and you are in the Policy Analysis Home page.
1. Click on <Policy Manual> in the left-hand column of the Policy Analysis Home page.
2. The Policy Manual page is displayed. Click on <Income Maintenance> in the bookshelf graphic.
3. The Income Maintenance page is displayed. Click on <Food Stamps> in the bookshelf graphic.
4. The listing of Food Stamp documents is displayed. You can select one of the documents by clicking on the title.
5. When you select a document, your computer will automatically start Acrobat Reader and display the Policy Manual document in the browser window. The document displayed will look similar to the following:

Finding a Rule Document

The following steps will walk you through how to find a rule chapter.

1. From a page in the Policy Analysis Site, click on **\<Rules\>** in the main links or in the footer links.
2. On the Rules Home page, click on **\<Rules\>** in the bookshelf, in the left-hand column, or in the text underneath the bookshelf.
3. On the Administrative Rules page, select the specific subject that your document belongs to by clicking on the book on the bookshelf. The page will scroll down to that subject's list of documents.

Example:

You would like to find out more information about public assistance rules and you are in the Policy Analysis Home page.

1. Click on \<**Rules**\> in the left-hand column of the Policy Analysis Home page.
2. The Rules Home page is displayed. Click on **\<Rules\>** in the bookshelf graphic.
3. The Administrative Rules page is displayed. Click on **\<Public Assistance\>** in the bookshelf graphic.
4. The listing of rules about public assistance documents is displayed. You can select one of the documents by clicking on the title.
5. When you select a document, your computer will automatically start Acrobat Reader and display the rule chapter in the browser window. The document displayed will look similar to the following:
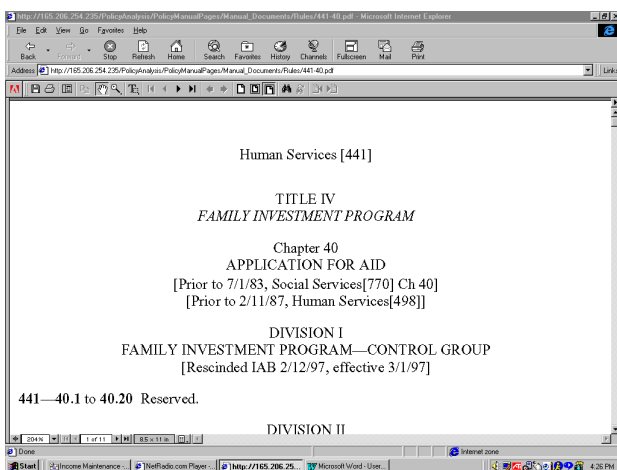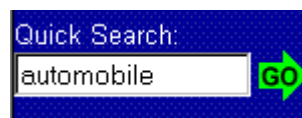
Searching the Policy Analysis Site

If you are not completely familiar with how the policy manual and rule documents are organized, you can use the search features of the Policy Analysis Site. There are two ways you can search this site, Quick Search and Advanced Search. Also in this section are some Search Tips that will make your searching easier and more useful.
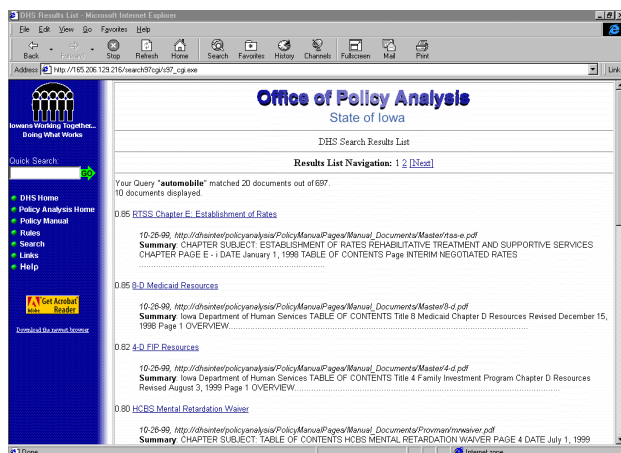
Quick Search

The Quick Search allows you to start a search from any page in the site. Listed below are instructions for using the Quick Search:

1. Click the Quick Search input box.
2. Type in your search criteria, for example, automobile.
3. Click on the <GO> button.

4. The Policy Analysis Site will return the Search Results page, which will look something like this:


5. The documents are listed from highest relevance score to the lowest. To view a document, click on the title.
6. The document will be displayed like this:
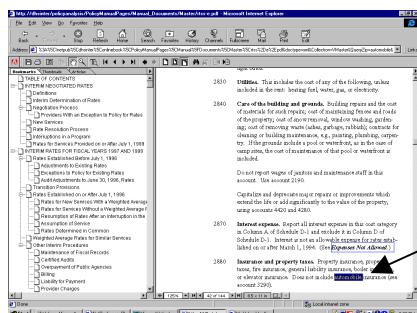
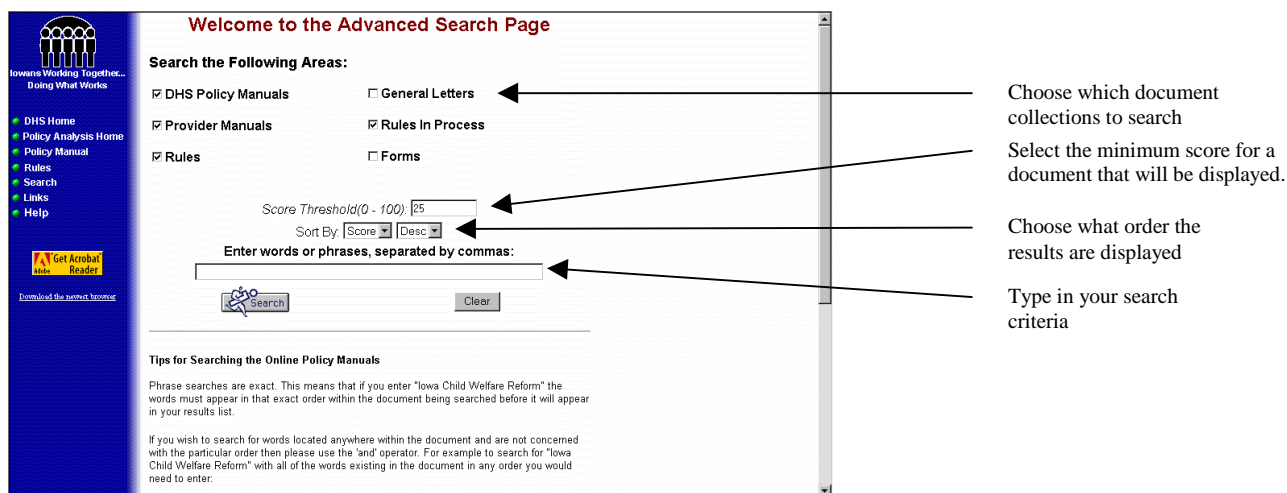Notice that the search criteria is highlighted

7. If you would like to see additional locations with highlighted text, you can use the **Previous Highlight** and **Next Highlight** buttons in the Acrobat Reader toolbar to find all the locations of the search criteria in the current document.
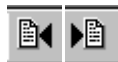
Advanced Search

The Advanced Search page allows you to pick which types of documents to search as well as determine how the results are displayed. Following are instructions on how to use the Advanced Search page.

1. From any page in the Policy Analysis Site, click on the <Search> link in the left-hand column or from the footer links.
2. The Advanced Search page is displayed, as shown below.

3. Select the document collections you would like to be included in the search by selecting the appropriate check boxes in the *Search the Following Areas* section. For more information, see Document Collections below.
4. Select the score threshold that you want to use for the search by typing a number in the *Score Threshold* field and then hitting the <Tab> key. For more information, see Score Threshold below.
5. Determine the order in which the results are displayed by selecting the appropriate choices from the *Sort By* drop down boxes. For more information, see Sort By below.
6. Enter your search criteria into the field underneath *Enter words or phrases, separated by commas*. For more information, see Search Hints below.
7. Click on the **Search** button.

Document Collections
The Policy Analysis Site documents are organized into six document collections based on what type of document they are. The six types of documents are:

- Policy Manuals – DHS manual documents
- Provider Manuals – Medicaid provider manual documents
- Rules – DHS administrative rule chapters
- General letters – Letters transmitting changes to the policy manuals and provider manuals
- Rules in Process – Rules in process documents
- Forms – Any forms that are associated with the policy or provider manuals

By default, the search engine searches Policy Manuals, Provider Manuals, Rules, and Rules in Process. When the Advanced Search page is first displayed, you will notice that those four boxes are checked. To change the types of documents that are searched, check or uncheck the appropriate boxes.

Score Threshold
When the search engine performs a search, it scores the results with respect to the fit of the document to the criteria that you provided. The score can range from 0.0 to 1.0, with 1.0 being the highest score possible. By setting the Score Threshold at a certain number, you can limit the number of results that are returned. For example, if you change the score threshold to 50, no results will be supplied where the document score was .49 or lower. The default score threshold is 25.

Sort By
The Sort By settings allow you to determine how the results of your search will be returned. There are two drop down boxes with selections that you can make to determine how the results are displayed. The first drop down box lets you pick the category you wish to order by and the second drop down box allows you to pick the order in which they are displayed. The following table explains the choices you have.

<div align="center">Category</div>

Score	Orders the results by the score that is returned from the search engine.
Title	Orders the results alphabetically by the document title.
URL	Orders the results alphabetically by the URL, or path of the file.

<div align="center">Order</div>

Desc	Orders the results in descending order according to the category selected.
Asc	Orders the results in ascending order according to the category selected.

Search Tips

Following are some tips that will make searching the Policy Analysis Web Site more useful.

If you do not care what case the results are in, enter your search terms in all lower case or all UPPER CASE letters.
Example: Typing "automobile" or "AUTOMOBILE" as a search term will bring back documents that have the following: automobile, Automobile, and AUTOMOBILE.

If you mix case, only documents matching that case will return.
Example: Typing "Automobile" as a search term will only bring back documents with Automobile.

If you type in a single word, the search engine will return documents with that word or stemmed variations of that word (such as plural forms).
Example: Typing "auto" will bring back documents with the words auto, or autos.

If you enclose your search terms in "double quotes," the search engine will return documents with the exact words that you placed in quotes.
Example: Typing ""auto"" will only return documents with the word auto.

If you would like to search for a legal reference, type "<sentence>" in between the numbers in the reference and any characters in parenthesis.
Example: Typing "40.23 <sentence> (239B)" will result in all documents that contain the following legal reference: 40.23 (239B). Since the search engine does not recognize parenthesis as searchable characters, this approach asks the search engine to look for all of the documents where 40.23 is in the same sentence as 239B.

If you would like to find documents that contain at least one word, you can use the word **or** in your search terms.
Example: Typing "federal or grant" will return any documents that contain federal or grant.

If you would like to find documents that contain all of a series of words, you can use the word "and" in your search terms. This will have the effect of limiting your search to documents that contain all of the words.
Example: Typing "federal and grant and welfare" will only return documents that contain all three words.

If you would like to exclude words from your search, you can use the word "not" in your search terms. This will result in documents that have the word or words before the not, but do not have the word after the not.
Example: Typing "federal not grant" will only return documents that contain the word federal and do not have the word grant.

If you are not quite sure how to spell a word, you can use a couple of punctuation marks that will ask the search engine to fill in the missing letters. You can use "?" to indicate any one character. You can use * to represent one or more characters, except for at the beginning of a word.
Example: Typing "mich??l" will result in documents containing the word Micheal or Michael. Typing "auto*" will result in documents containing the word auto, automotive, or automobile.

Working with PDF Documents

Policy manual and rules documents are saved in PDF file format and can be viewed using Acrobat Reader 4.0 available for free from the Adobe website. The PDF version of the file looks exactly like the printed manual. To view the document, click on the link to the document located in the policy area pages. Acrobat Reader will automatically open and display the document inside the browser window.

Viewing PDF Documents

A document can be displayed in the Acrobat window in one of three ways:

Bookmarks View
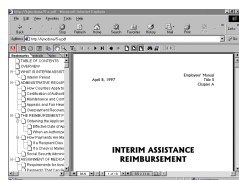
This is the default view for the policy manual and provider manual documents. A table of contents is shown along the left side of the window as shown here. If you click on any of the headings in the list of bookmarks, the corresponding location is displayed in the right side window.

Full Page View
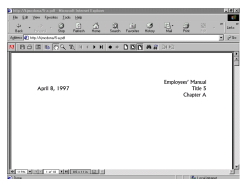
This is the default view for rules, general letters, forms, and rules in process documents. This view shows the document in the entire window, allowing the document to be displayed larger than possible in the Bookmarks View.

Thumbnail View
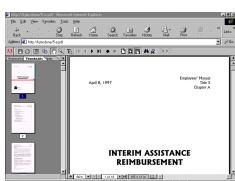
This view displays pictorial representations of the pages along the left-hand column. This view is useful for trying to find a page with a table, chart or picture on it. You can get to a specific page by clicking on the picture of the page.

The following instructions explain how you can switch between views:

- To switch between Bookmarks View and Full Page View, or the Thumbnail View and the Full Page View, click the **Navigation Pane** button in the Acrobat Reader toolbar.

- To switch between the Bookmarks View and the Thumbnail View, select the appropriate tab in the left-hand column when it is displayed. The policy manual and rule documents are not set up with article views, so you can ignore the **Articles** tab.
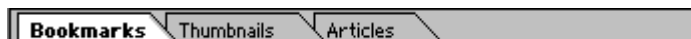

You can also change the magnification of the page display by using controls provided on the Acrobat Reader tool bar. These controls are explained below.

The **Zoom in Tool** allows you to increase the magnification of the page on the screen.

When you click on the button in the Acrobat Reader toolbar, the cursor changes to a magnifying glass icon. You can then move the cursor over the page display and click on the left mouse button to increase the magnification of the page. You can also right click on the mouse to get the display box shown below which allows you to choose the percent magnification that you would like to use.

```
400%
200%
100%
66.67%
50%
33.33%
25%

Fit in Window
Actual Size
✔ Fit Width
Fit Visible
```
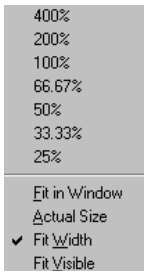
Three additional buttons in the Acrobat Reader toolbar allow you to perform the zooms listed in the bottom of this dialog box.

The **Fit in Window** button displays the entire page in the display window.

The **Actual Size** button displays the document at 100% magnification in the display window.

The **Fit Width** button displays the document so that the entire width of a page fits in the display window.

Navigating in the PDF Document

When you have the document open, you can use several features in the Acrobat Reader to move through the document. If you are viewing a policy manual document, you can use the bookmarks that are displayed along the left-hand side of the display to go to specific areas of the document. You can also use the toolbar features in Acrobat Reader to navigate through the document. The four buttons shown below allow you to move page by page through the document.

The **First Page** button displays the beginning of the document.
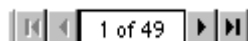
The **Previous Page** button displays the page before the one you are looking at.

The **Next Page** button displays the page after the one you are looking at.

The **Last Page** button displays the end of the document.

If you want to go to a specific page, you can also enter that page number in the page number box located at the bottom of the screen and hitting enter.

Following Links in the PDF Documents
The policy manual documents also contain several hyperlinks to other points within the same document and to other documents. These links are marked by blue boxes around text as shown here.

See 4-E for information on how to determine if an enterprise is considered self-employment. See 4-A, **Entrepreneurial Training**, for additional exemptions during the ET waiver period.

When you click on text surrounded by a blue box, you will be taken to the location referenced by that text. If that link is to a location within the same document, you can return to your original location by hitting the **Back** button in the Acrobat Reader toolbar.

You can return to the link destination by clicking on the **Forward** button in the Acrobat Reader toolbar.
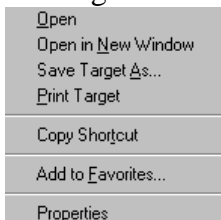
If the link destination is in another PDF document, the original document will be closed and the new document will be displayed in the Acrobat Reader window. To return to the original location, click on the browser's **Back** button, then return to the page you started from by typing the page number in the page number box shown above. Note that the page number identified by the computer is not the same as the page number of the document.

Saving PDF Documents to your Hard Drive

Saving documents to your hard drive is not recommended as these documents are frequently revised. However, if you would like to save PDF documents to your hard drive for future reference without having to visit the site, you can do this by two methods:

1. While still on the page with the list of documents:
    - Move the cursor over the document you wish to save.
    - Click on the title with the right button on your mouse.
   - A dialog box will pop up as shown below.

    > Open
    > Open in New Window
    > Save Target As...
    > Print Target
    >
    > Copy Shortcut
    >
    > Add to Favorites...
    >
    > Properties

    - Click on **Save Target As…**
    - A Save As dialog box will be displayed as shown below.
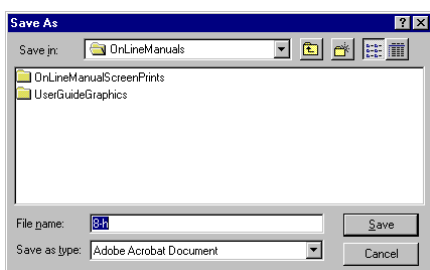
    - Select the location where you would like to save the file, enter the file's name if you want to change it, and then click **Save.**

2. Save the file while it is open in the Acrobat Reader window.
    - After opening the file in the Acrobat Reader window, click on the Save As button in the Acrobat Reader toolbar.

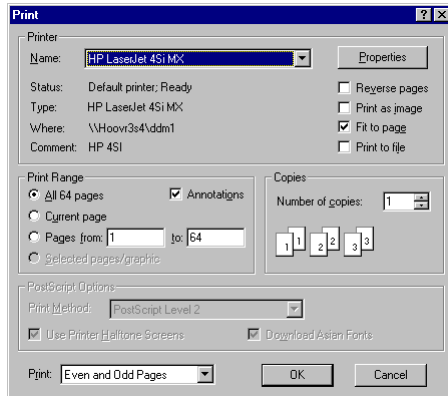   - A Save As dialog box will be displayed as shown below.
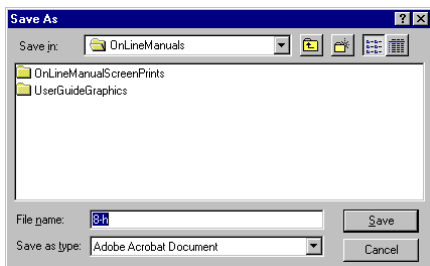
    - Select the location where you would like to save the file, enter the file's name if you want to change it, and then click **Save.**

Printing a PDF Document
1. Open the document in the Acrobat Reader window.
2. Click the **Print** button in the Acrobat Reader toolbar.

3. A Print dialog box will be displayed as shown below.

4. Make sure that the printer you want to use is displayed in the **Printer Name** box.
5. Select the pages that you wish to print.
6. Click on **OK**.

Copying Text from a PDF Document
If you would like to copy text from a PDF document and paste it into another file, such as a Microsoft Word file, follow these instructions.
1. Click on the **Text Tool** button in the Acrobat Reader toolbar. This will change the cursor from the hand symbol to a bar that will allow you to select the text that you would like to copy.

2. Select the text in the Acrobat Reader window that you would like to copy.
3. Click on the **Copy** button in the Acrobat Reader Toolbar.

4. Paste the text in a word document or other file.
5. When you are done selecting text for copying, you can change the cursor back to a hand symbol by clicking on the **Hand Tool** button in the Acrobat Reader toolbar.
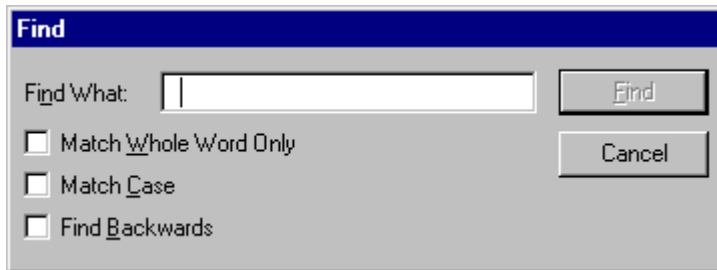
Finding Text in a PDF Document

If you would like to find text inside of a specific PDF file, you can use the Acrobat Reader Find function.

1. With a document open in the Acrobat Reader Window, click on the **Find** button in the Acrobat Reader toolbar.

2. A dialog box will be displayed as shown below.

3. Enter the text you are looking for and click the **Find** button.
4. The first occurrence of your search criteria in the document will be highlighted.
5. If you want to find any other location in the document where your search criterion is located, click on the **Find Again** button in the Acrobat Reader Toolbar.

Note: Clicking <CTRL> and <F> activates the web browser find function instead of the Acrobat Reader find function if you have a PDF document open inside the browser window. If you would like to find a word in a PDF document, click on the **Find** button in the Adobe Toolbar as described above.

Acrobat Reader as a Helper Application

All of the instructions in this manual have assumed that you have Acrobat Reader set up as a plug-in to your web browser software. This means that when you click on a link to open a PDF file, Acrobat Reader opens in a window inside of the Web Browser. If you would prefer that Acrobat Reader open as a separate window, you can set up Acrobat Reader to act as a Helper Application to the web browser. To set up Acrobat Reader as a Helper Application:
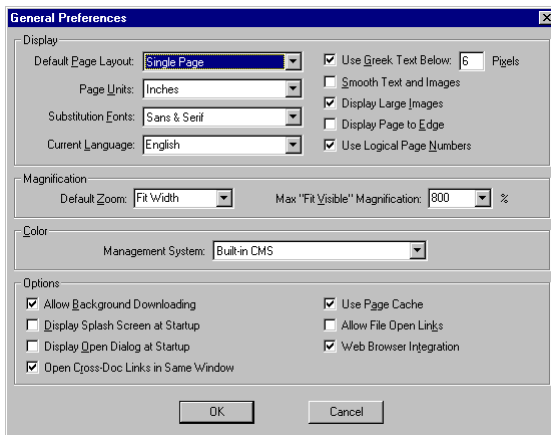
1. Start Acrobat Reader by clicking on the Acrobat Reader icon on your desktop.

2. From the **File** menu, Choose **Preferences** and **General** as shown below.
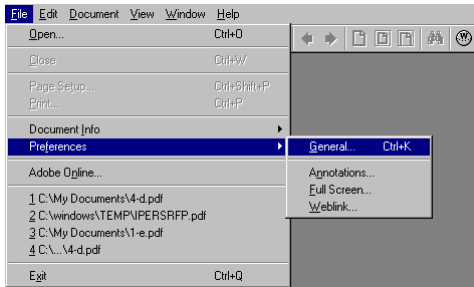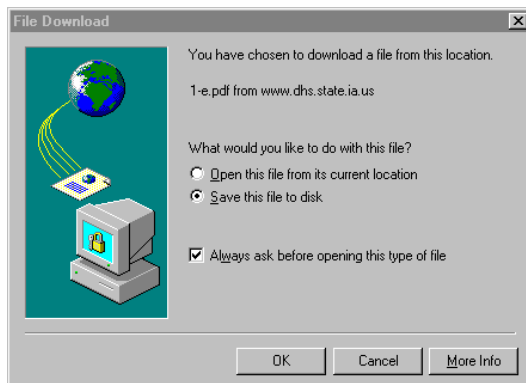

3. In the General Preferences dialog box, deselect Web Browser Integration in the Options section.
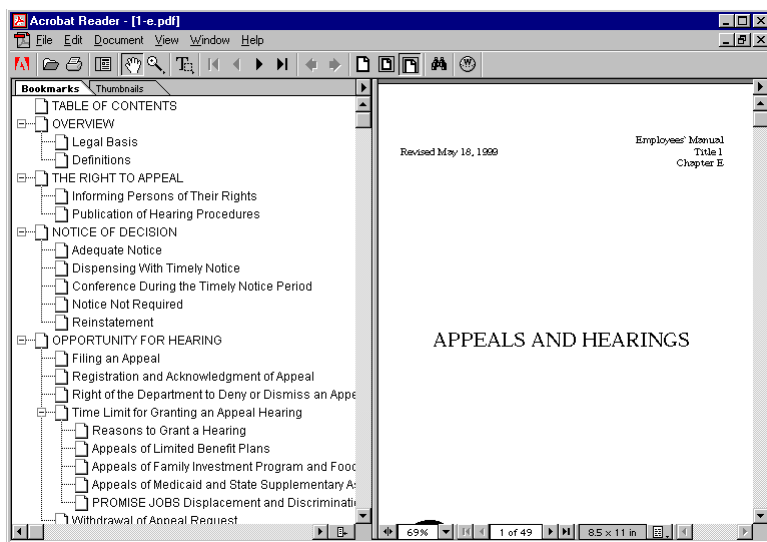

4. Click **OK**
5. Exit from Acrobat Reader.

The next time you select a PDF file in your web browser, you will get the following dialog box:

If you select the Open this file from its current location, the document will be displayed in Acrobat Reader separate from the web browser as shown below. Otherwise, the file will be saved to a directory you choose.

Note that if you have Acrobat Reader set up as a Helper Application, the following features of documents from the Policy Analysis Site will not work:
- External links to other PDF documents
- Highlighted text generated by searches from the Policy Analysis Site.

Policy Analysis Newsletter

The Office of Policy Analysis sends out a weekly e-mail newsletter about changes to the rules and policy manuals. You can subscribe and unsubscribe to this newsletter on the Policy Analysis Home page, the Policy Manual page, and the Rules Home page. These pages have the <Subscribe> and <Unsubscribe> buttons along the left side along with the other main links.

The mailing list for the newsletter is maintained by an application called a listserver that requires commands sent by e-mail to add and remove names from the mailing list. The Policy Analysis Site will create the necessary e-mails for you when you click on the <Subscribe> and <Unsubscribe> buttons.
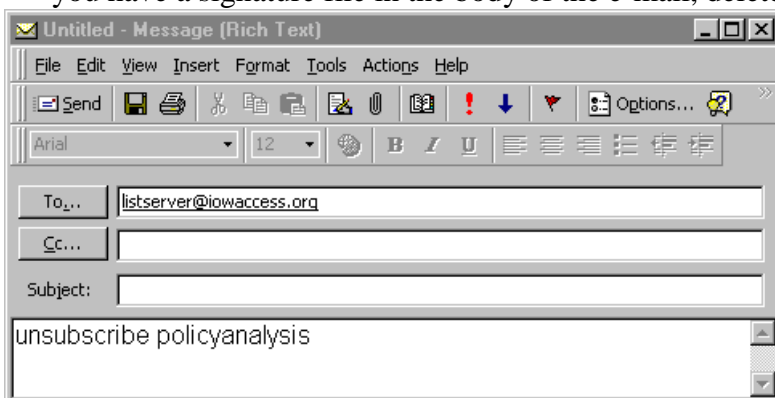
Subscribing

1. Click on the <Subscribe> button.
2. An e-mail message form is displayed similar to the one shown below. This form may look different depending on what browser and e-mail program you use. Make sure that the body of the message only displays the words "subscribe policyanalysis." If you have a signature file in the body of the e-mail, delete it.
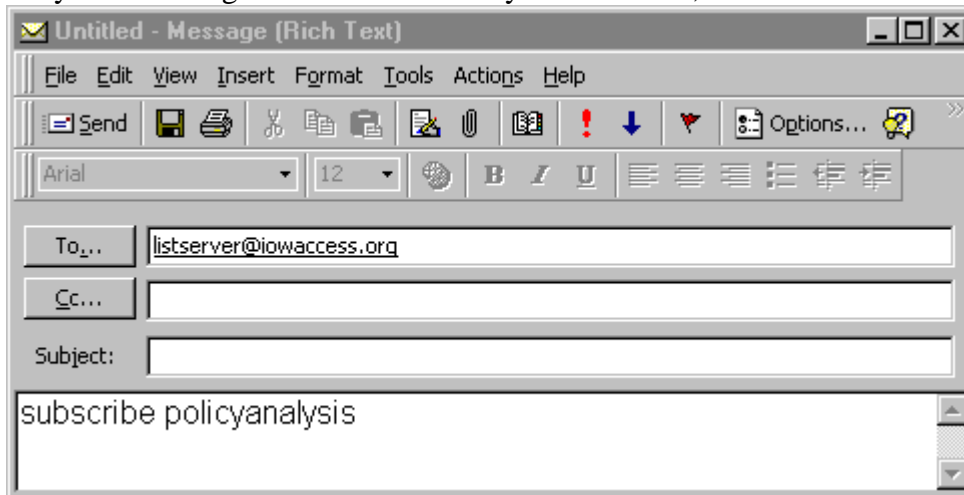
3. Click on the **Send** button.

Note: The <Subscribe> button does not produce the correct e-mail message. To subscribe, you can send an e-mail message to lyris@lists.ia.gov and type *join-policyanalysis@lists.ia.gov* in the body, and no subject, like the example above.

4. When the listserver receives your e-mail, it processes your request and returns an introductory e-mail welcoming you to the list. Be sure to save this message as it has important information about the list.
5. You are now subscribed to the newsletter. You will receive updates whenever they are mailed out by the Office of Policy Analysis.
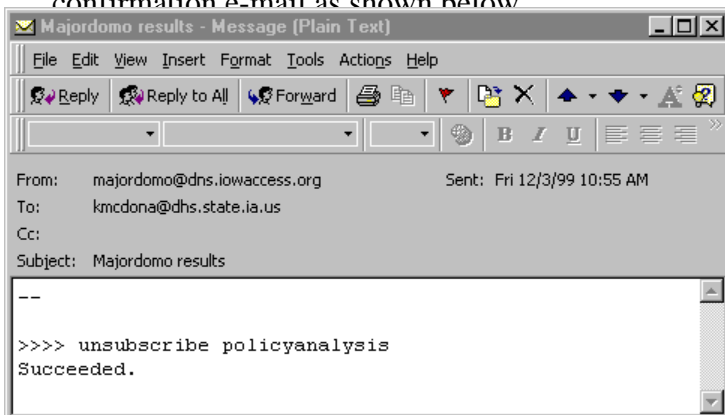
Unsubscribing

1. Click on the <Unsubscribe> button.
2. An e-mail message form is displayed similar to the one shown below. This form may look different depending on what browser and e-mail program you use. Make sure that the body of the message only displays the words "unsubscribe policyanalysis." If you have a signature file in the body of the e-mail, delete it.

3. Click on the **Send** button.

Note: The <Unsubscribe> button does not produce the correct e-mail message . To unsubscribe, you can send a blank e-mail message to leave-PolicyAnalysis@lists.ia.gov , with no subject, like the example above.

4. When the listserver receives your e-mail, it processes your request and returns a confirmation e-mail as shown below.

5. You are now removed from the newsletter list.